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IPC - General

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16 MAR 1970

Mr. Bannerman

1. You asked for some examples of how we are doing more with less through the use of computers.

2. The Office of Security reports that:

a. The installation of the SANCA System permitted a reduction from 54 to 11 positions in the [redacted] The positions were not eliminated but were reallocated to other duties.

b. Before automation backlogs [redacted] were not unusual. We now operate with no backlog. Prior to 1963 average case processing time in the Security Records Division was two or more weeks. It is now three days.

c. In 1963 one clerical employee was needed to control 36,000 retired records. One clerical employee now controls 215,000 records.

d. Security files have increased from 500,000 in 1963 to 825,000 in 1969.

[redacted]

g. All of this workload has been absorbed without any increase in personnel.

3. The Office of Personnel reports that:

a. Three positions were saved through the automation of the step increase certification and the control of the receipt of fitness reports.

b. The number of automated reports increased from 180 in 1960 to 684 in 1970. The additional workload has been absorbed by the Statistical Reporting Branch. In addition this Branch has assumed additional duties such as maintaining ceiling controls;

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producing data for retirement projections and advanced staffing plans; maintaining overseas service records; conducting minority and nepotism studies; etc.

c. Without automation it is estimated that additional personnel would be required as follows:

- (1) Contract Personnel Division - 5 employees
- (2) Benefits and Services Division - 7 employees
- (3) Retirement Affairs Division - 15 employees
- (4) Control Division - 75 to 85 employees

4. The Office of Communication reports that:

a. They save about 114 manhours per month in the Administration Staff through the use of reports produced by the present personnel, financial, and logistical computer reports.

b. The Communication Security Staff, CSS, has absorbed an estimated increased workload of 3,320 manhours without an increase in personnel through two projects relating to the EMSEC inventory. If these projects were done manually two additional full-time people would be required.

c. The installation of MAX I [] in FY 1965 permitted the handling of a 50% increase in the traffic workload by FY 1969 without additional personnel. The traffic increase represents the equivalent of about 28 more people. During the past two years BALPA and OPRED reduced the strength []

[] The combined traffic increases and personnel reductions could not have been handled without the computer.

d. Activation of MAX-II permitted a reduction of 5 positions which were reallocated to other duties. The MAX facility, working with a smaller personnel complement, is performing the relay function for 11 circuits beyond those which were handled in the manual facility. The capability exists to further increase circuit termination by more than 50% but with significantly smaller increases in personnel, e.g. probably not more than 10-15% for the relay function.

e. In 1960 the [] employed 5 people and produced []

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manually. In 1969 the same unit employed 2 people and turned out 9,119 computer-processed predictions.

f. There are now two people employed in producing the same quantity of signal plans and maintaining the vital records that formally required six people.

g. The Staff Communications Division saves 1,500 manhours per year in the management analysis of world-wide communications activity through the use of computers.

h. The use of computers in the storage and selective retrieval of data related to the issue, installation, and use of non-expendable equipment has made it possible to handle a 150% increase in workload at the Headquarter level without additional personnel.

5. There is a great deal of very impressive information available in the reports from the Offices of Communications, Personnel, and Security. I have only extracted examples of some of the quantified data. The Offices of Finance, Medical Services, and Logistics have not yet responded and they were not in a position on Friday afternoon to furnish this kind of data readily.

6. The SIPS Task Force has no new quantifiable information to report. I believe you said you had the information they had produced before in your earlier briefing notes.

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